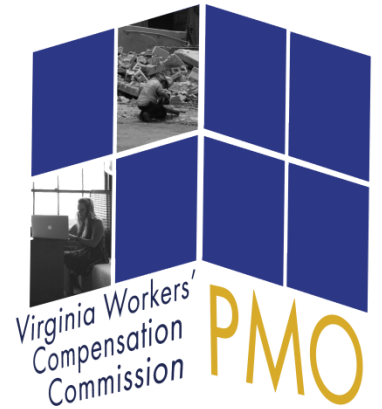


# WebFile Reimagined: The Commission's Approach to Technology Enhancements

---

October, 28  
**2019**

---



# Session Topic

A journey in discussing the steps to land on the new User Interface (UI) technology for WebFile. Learn the “why” using stakeholder feedback and regulatory guidelines to drive the Information Systems Department’s technical research and prototyping in designing the new look and feel for the end user. Understand the “how” the IS/PMO Teams took research and a prototype to a functioning application that takes into consideration stakeholder concerns with website access, documentation submission, and information retrieval. We believe our approach in “Supercharging the End User Experience” can be scaled in implementing technology change in your organization. Come learn and ask questions about “The Commission’s Approach” and leave with a tool bag to kick start initiatives you thought were impossible.



# Introductions

[Chad Burns](#) has 20 total years of business experience with 15 years implementing projects in IT, Retail Operations, Construction, Call Centers and Finance. He possesses a Bachelor of Art from Randolph-Macon College in Accounting and Business Economics. Through the Project Management Institute (PMI), he became a certified Project Management Professional (PMP) in December of 2007. He has taken his experience from process reengineering and process improvement in banking, accounting and retail and established the Project Management Office at the Virginia Workers' Compensation Commission where he serve as the department's Manager and oversees the Commission's portfolio of projects.

[Paul Baitinger](#) has over 25 years of information technology experience and has worked at the Virginia Workers' Compensation Commission (VWC) since 2009. Paul started with VWC in the Assistant CIO / Application Development Manager role in 2009. His first responsibility was to oversee the transition of VWC's modernized systems which were developed by a vendor to bring them under the strategic leadership and management of VWC. Through the years, Paul has continued to work with the VWC team to advance the efficiency as well as to provide oversight and guidance of VWC's information systems. Paul moved into VWC's CIO role in 2018 where he continued to upgrade VWC's systems and has focused on further modernization of information systems solutions. He and his team evaluates technology advancements and collaborates to determine how VWC's information systems contribute to VWC's strategic for their internal and external stakeholders. Prior to joining VWC, Paul worked as an information systems technology consultant in various roles with EDS, AT&T, and Perot Systems (Dell). He is well versed in all aspects of the software development life cycle as well as information technology management.



# Introductions

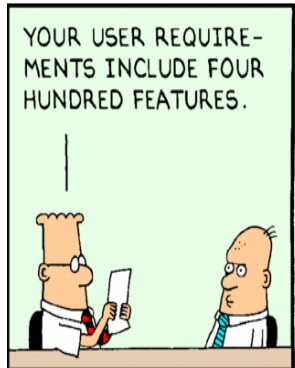
[Brenda Staylor](#) is a graduate of Allegany College of Maryland and earned a Masters Certification in Project Management from George Washington University. She holds a certification as a Project Management Professional (PMP) and ScrumMaster (CSM). Prior to joining the commission, Brenda worked in the banking industry for 18 years. As a Project Manager, she has experience in leading technology upgrades, and business process and customer experience improvement projects. Since joining the commission in 2016, she has been a member of the Project Management Office (PMO) leading efforts to design and implement a new Finance System (Onyx), develop and design an automated program for records retention, and currently is the project manager for the WebFile User Interface Redesign.

[Brian Todd](#) is a Senior Application Developer with over 12 years of professional experience in various software platforms and technologies, with a passion for software architecture and programming language design. Brian attended college at Virginia Commonwealth University where he graduated from the School of Engineering with a Bachelor's of Science in Computer Science in May 2012. Brian has served the Workers' Compensation Commission since March of 2012 in various application development roles, including application architecture, new feature development, leading teams to develop new applications for the Commissions' Self-Insurance Finance System (SIFS) and Professional Employment Organization WebFile (PEO), and is currently the technical lead of the User Interface Project, tasked with modernizing the Commissions' enterprise applications.



# Agenda

- What is the problem & why the change?
- Technology Selection & Benefits
- VWC Leadership Engagement & Impact
- How do we manage projects?
- Developing the Solution
- How do you use this information in your organization?



# The Problem & The Why

- Demo
  - Quick look at the old vs. new
- Problem Statement
  - The current software used for the User Interfaces (UI) for WebFile, Casper, Wendy, and Onyx will no longer be supported and needs to be replaced.
  - 10 year-old application
  - 15 year-old technology platform
- Use of Customer Feedback
  - Mobile Friendly
  - Improved Search functions
  - Better experience with Notification Tab



# Technology Selection & Benefits

- Technology Comparison/Prototype
  - Current Portal Technology vs. Angular
  - How forward thinking played a role in the decision
- Benefits
  - Improved user experience
    - ✓ Look & Feel
    - ✓ Responsiveness
    - ✓ Performance
  - Mobile friendly compatibility
  - Separate front end from back end, easier deployments
- How to use this information?
  - Implementation of any process change
  - Equipment (PC/Laptop) change
  - Office relocation



# Leadership Team Engagement & Impact

- Organizational Buy-in

- Internal

- ✓ Impact on each department's initiatives
    - ✓ Impact on Commission's project backlog
    - ✓ Impact on each individual in the Commission

- External

- ✓ Awareness
    - ✓ Beta Group participation
    - ✓ User Guides

- Example of our UI Impact Discussion

- Long-term planning
  - Resource impact
  - Schedule updates & communication



# Leadership Team Engagement & Impact



\* - Release # subject to change

<sup>^</sup> - Qty. determined by UI & Common Core planning resource needs

<sup>#</sup> - If we implement Common Core

<sup>^^</sup> - Qty. determined by Common Core resource needs unless business foregoes tickets & projects to have Common Core delivered sooner



# Managing VWC Projects

- User Interface

- Planning Sessions
- Project Methodology
  - ✓ Kanban
  - ✓ Scrum
  - ✓ Waterfall
- Scope Management
- Risk Management
- Timeline Management




- VWC Kanban

- [UI Kanban board](#)
- How you can use Kanban in your office



# VWC Kanban Board



UIP1 board

Kanban board

QUICK FILTERS:

Only 6.8.0

Only 6.9.0

Only 6.9.5

Only Fdns. comp.

Only Attorney comp.

Only Claimant comp.

Only PEO comp.

Only 61A comp.

Only Claim Admin comp.

Only CICF Med Provider comp.

Only Victims Witness Administrator comp.

Only SI comp.

Only 16A comp.

Only 17A comp.

Only GSIA comp.

Only My Issues

... Show fewer

RESEARCH 2 OF 31

BACKLOG 0 OF 43

DEVELOPMENT 3 OF 36

CODE REVIEW 0 OF 5

PENDING BUILD 0 OF 20

TEST 4 OF 5

UAT 77 OF 79

REGRESSION 0

DONE 3 OF 116

Epics 9 issues


Everything Else 80 issues

UIP1-376

Minor/Trivial/Cosmetic Defect Tracking for UIP1

None

6.8.0




UIP1-531

Time-Tracking for testing activities: 6.8.0 UI Project

None

6.8.0




UIP1-446

Project and SDLC Documentation

None

6.8.0




UIP1-719

Users are receiving a "Something went wrong with your

Login Module

None

6.8.0




UIP1-272

Internet Explorer/Edge Troubleshooting

None

6.8.0




UIP1-344

In WebFile, once a Claim has been purged, the claim

Record Retention ...

None

6.8.0, 6.9.0




UIP1-796

In WebFile, a Trashcan Icon with a Hover Message must

Record Retention ...

None

6.8.0, 6.9.0




UIP1-274

As a PEO Webfile user, I need to view the PEOs I can

PEO Summary

None

6.8.0




UIP1-180

As a User, I must be able to view/edit my PEO Summary

PEO Summary

None

6.8.0




UIP1-175

As a User, I must be able to add a PEO Coverage

PEO Summary

None

6.8.0




UIP1-74

Termination date prepopulating in Webfile once user

PEO Summary

None

6.8.0




UIP1-108

Filtering the 'Service Date' by the 'On' filter in Webfile is not

Claim Summary

None

6.8.0




UIP1-834

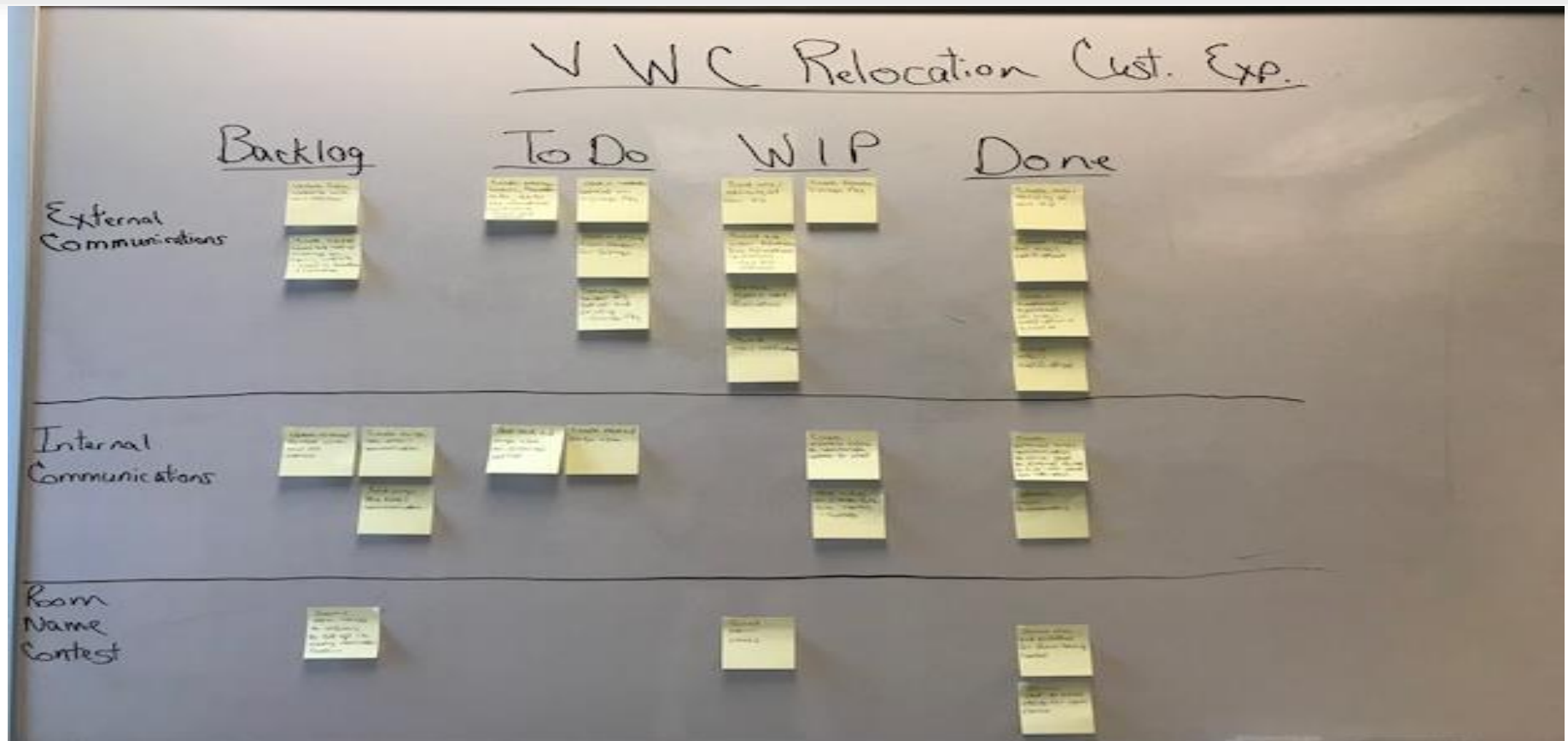
The green leaf paperless indicator is no longer displayed

None

6.8.0



# Sample Kanban Board




# Communication & Training

- Communication

- Project Updates (Internal & External)
- How we communicate updates
  - ✓ Emails (internal and external)
  - ✓ Leveraging the internal intranet/communications portal
  - ✓ Meeting notes for key meetings where decisions are made
  - ✓ TV's in the hallways/near elevators
  - ✓ Leadership Meeting updates
  - ✓ Demos
  - ✓ Application log-in screens and public website

- Training

- Demos
- User Guides
- Video Conferences



**WebFile refreshed!**  
Streamlined navigation and design with our users in mind.

**VWC WebFile is getting a facelift. Things to know:**

Coming in mid-2019:

VWC's WebFile application is being refreshed with a new look and feel for users. Functionality will remain the same, with an enhanced user and mobile-friendly design.

These updates will be made to the pages (screens) used by Attorneys, Claimants and PEOs.

Questions? Email us [here](#).

[e](#) [in](#) [e](#) [v](#)

Want to change how you receive these emails?  
You can [update your preferences](#).

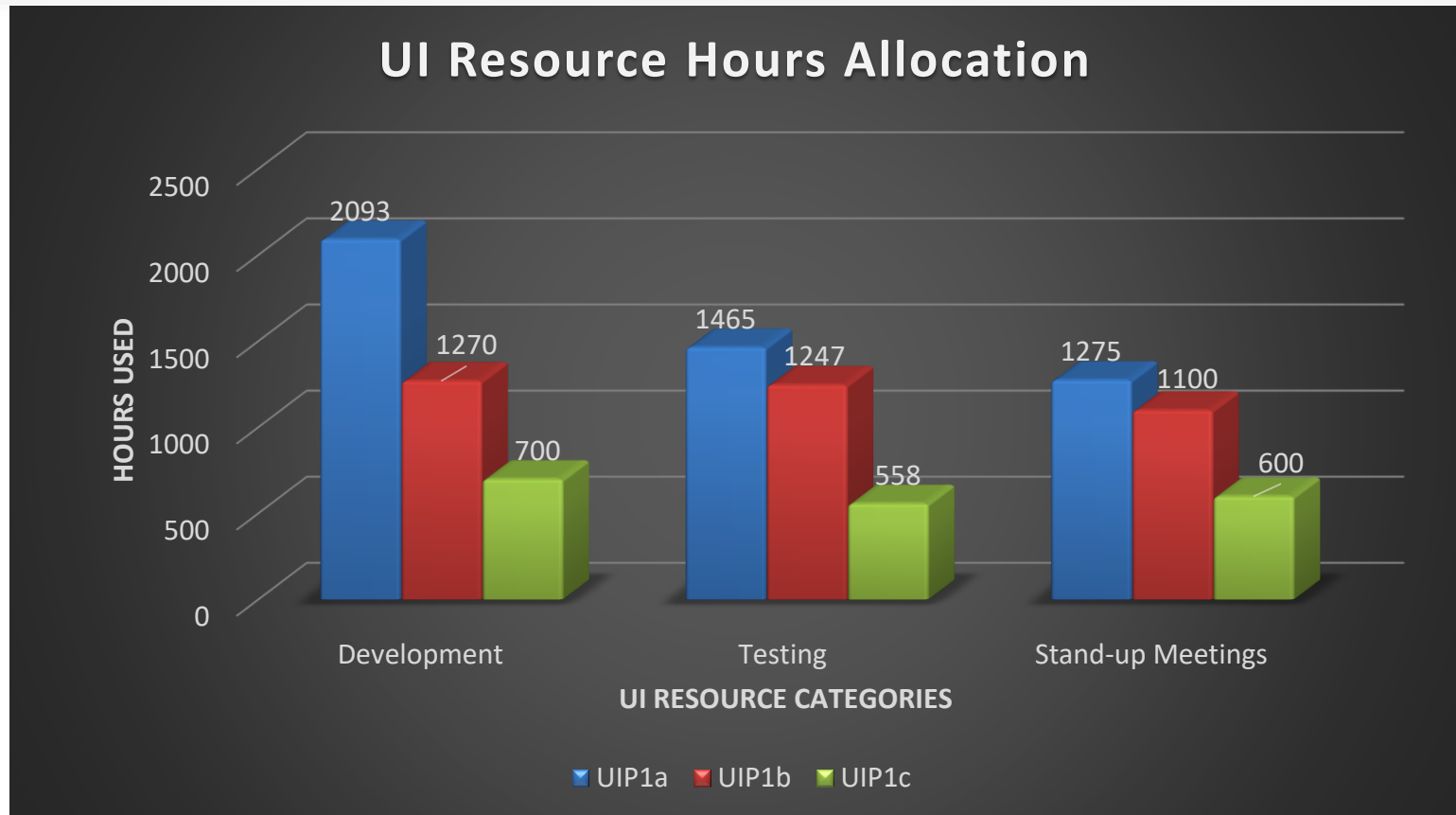


# Developing the Solution

- UI Development Approach & Why
  - Agile/Kanban SDLC
- Important things to consider when building new functionality
  - Product Strategy (Purpose, Users, Platform(s))
  - Scope/Time/Cost Trilemma
- What should you ask a contract vendor?
  - Which Development Methodology will be used?
  - What is the potential for updates/enhancements?
  - What is the success of previous projects



# UI Resource Allocation



# UI Release Timeline

**6.8 Release – September 2019**  
(Attorney, Claimant, PEO & 61A)

- Attorney
- Claimant
- PEO
- 16A

**6.9 Release – TBD**

- Claim Administrator
- 16/17 A
- VVF Med Provider
- VVF Victim Witness

**6.9.5 Release (TBD)**

- Self-Insurance (SI)
- Group Self Insurance Associations (GSIA's)

# Your Tool Bag

- Approach for Implementing Change



# Your Tool Bag

- Where can I use what I've learned today?
  - Process changes (document retention, electronic signatures, etc...)
  - Equipment changes (cell phone, laptops, etc...)
  - New Office Website
  - Office Relocation
- Kanban Board
  - Office wall, whiteboard, flip chart
  - Post-it note for each task
- Things to consider when implementing new technology
- Questions for a contract vendor



# Questions



How the customer explained it



How the project leader understood it



How the analyst designed it



How the programmer wrote it



What the beta testers received



How the business consultant described it



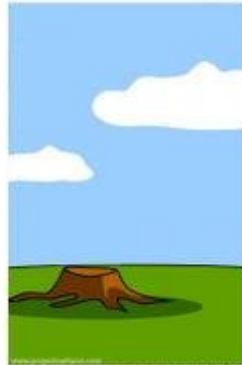
How the project was documented



What operations installed



How the customer was billed



How it was supported



What marketing advertised



What the customer really needed